

Portal User Group Meeting

February 25, 2015

Agenda

- Welcome
- Updates
- Reminders
- New CT.gov Site
- Questions & Comments



Welcome

Portal Management Group

- Angela Taetz – Manager
- Mario Mezzio
- Margie Hasen
- Chris Sheehan
- Craig Mollison (Backup)

Updates

Mario Mezzio

Website Redesigns

- Website Redesign Requests
 - Agency request will be reviewed by PMG
- Website Redesign in Progress
 - PMG will Continue to work with Agency
- New Website Requests
 - Agency request will be reviewed by PMG

Requesting Services

- Instructions on How to Submit a Service Ticket
 - <http://seedeater.ct.gov/dsfusers>
- Help Desk Tickets
 - System Admin should be submitting tickets
 - Provide as much information as possible
 - Website URL
- If it is an emergency or you cannot access the form, contact the Help Desk by phone at (860) 622-2300
- If you feel the need to contact PMG directly, please email pmg@ct.gov

Web Browser Issues

- Internet Explorer 11
 - Issues with DSF Editor
 - Add CT.gov domain in the Compatibility View Settings
 - Revert back to IE10 (if possible)
 - Working with vendor for a possible fix
- Internet Explorer 32-bit
 - New workstations have IE 64-bit and IE32-bit installed
 - DSF only works with IE 32-bit browser
 - Cannot download Editor with IE 64-bit browser

Reminders

Mario Mezzio

Social Media

- Social Media Policy on BEST Website
 - <http://www.ct.gov/best/cwp/view.asp?a=1245&q=467964>
- Agencies are required to receive approval of BEST's Security Unit prior to launching a social media website or creating a social media account for State use
- BEST is requesting to be notified when new social media sites are launched
- BEST will add them to the CT.gov list of all State social media sites

Web FileManager Issues

- Application Blocked by Security Settings
 - Add CT.gov Domain Name to Java Exception Site List Panel
 - If you site URL is <http://www.agencyname.ct.gov> add it to the exception list along with <http://www.ct.gov>
- Opening Web FileManager
 - Security Warning Screen, select “Run”
 - Your Web FileManager files should now display
 - If you browser is open during this process, close it and log back in

Web FileManager Issues

- If after installing the latest version of Java you do not see the "Edit Site List" in the Java Security tab, it means there are multiple versions of Java installed on your machine
- Remove all previous versions of Java
- Keep the latest version or download if not installed
- Restart your browser by closing all of your browser windows.
- Go back into the Java Security tab and you should be able to see "Edit Site List".

DSF Training (Basic)

- PMG is offering basic DSF training
- We are scheduling one class a month at DAS/BEST
- The classes are geared for new users or those that need a refresher
- New users will be given priority for the classes.
 - Returning users will be placed on a wait list and notified 1 week prior to the class if there is availability.
- If you have Content Admins who need this training, please submit a work request

DSF Training (Advanced)

- If you or your staff need advanced training (beyond the class offered), submit a Work Request, and we will schedule a one-on-one session
- Please note that our availability for these advanced training sessions may be limited due to other projects and deadlines

DSF Users Site

- DSF Users site is designed to keep System Admin updated on current issues related to the DSF software
- You can find downloads and information to correct issues with the DSF Software
- Check with Portal Management Group before installing updates
- Website URL: <http://seedeater.ct.gov/dsfusers>

Housekeeping

- Clean out eAlert and Routing queues
- Some sites have hundreds of pages of eAlerts or Routing notifications
 - These are all stored in the DSF database
- Review/Clean your Website
 - Content
 - Web FileManager
 - Admins
 - Remove Admins if they left agency

New CT.gov Site

Angela Taetz

CT.gov

- Updated CT.gov website goes live week of March 24, 2015
- Includes
 - Updated template and CT.gov logo
 - New navigation
 - Some new and updated content
 - The Governor and Lt. Governor's websites
 - New search engine
 - Developed using Ektron Web Content Management System

CT.gov UAT site Demonstration

New WCMS

- Ektron announced merger with EPiServer on January 27, 2015
- We have had discussions with Ektron and confirmed they will be combining the products and Ektron will become EPiServer
- Last week we met with a representative from Ektron that will be an executive in new EpiServer company
 - He confirmed the development of a Version 11 product that will be the combination of EPiServer and Ektron to be release in October or November 2015
 - The user interface will be based on EPiServer
 - They will continue to support Ektron for 3-4 years

EPiServer

- **By the Numbers**
- **Supporting more than 250,000 web editors**
- **Powering more than 30,000 websites worldwide**
- **Thriving developer community of more than 25,000**
- **Serving more than 8,800 customers in 30 countries**
- **Working with more than 880 leading SIs and creative agencies**
- **100% focused on digital experience delivery for more than 20 years**

What does this mean for us?

- This is unfortunate timing for us
- We weighed pro's and con's but feel it would be unwise to start migrating agencies to Ektron when we now know it is a product they plan to sunset
- Our Ektron licensing will transfer to EPiServer
- We will evaluate new product when it is available
- We want to look for opportunities between the agencies and CI to add value to sites now (supplemental applications)

Preparation for new product

- We are working on a detailed migration plan that is independent of the product we use
- We are looking for steps agencies can start taking now to prepare but won't require re-work later
 - We are trying to develop report that will tell you files on your sites that are orphans so you can start cleaning them up
 - Agencies should start updating content they know is outdated

Workgroups

- We would like to start getting more input from agencies
- We will distribute a list of goals we need to achieve and the corresponding workgroups you can participate in and anticipated timeframe
 - Email Marketing/Management
 - Enterprise Calendar
 - CT.gov Topic Management
 - Licensing

CT Interactive Update

- DMV Mobile Application with practice driver tests and DMV locations and wait times went live
- CT.gov and Business Portal - March Launch
- DMV Mobile Application update to include Spanish version of practice questions – March 27th Launch
- SOW's awaiting approval
 - DESPP Online Payments for Background Checks
 - DSS Mobile Application
 - DRS Processing fee for Expedited Services

Questions & Comments

2015 Portal User Group Meetings

- Tentative Dates
 - June 2015
 - October 2015



Thank you